



**November 2006
FLSA: NON-EXEMPT**

HARBOR OPERATIONS SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns and reviews the work of Harbor operations staff within the Public Works Department; coordinates, monitors, and provides technical input for assigned Harbor operations, maintenance, construction and repair projects and other special programs; provides technical assistance to the Parks and Maintenance Manager; performs a variety of operational tasks, including ensuring regulatory compliance, operations administration, as well as a variety of technical tasks relative to the maintenance and repair of Harbor buildings and facilities; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over assigned staff. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Harbor operations series. Responsibilities include planning, organizing, supervising, reviewing and evaluating the work of harbor operations staff. Incumbents are expected to independently perform the full range of Harbor operations duties. Performance of the work requires the use of considerable independence, initiative and discretion within established guidelines. This class is distinguished from the Parks and Maintenance Manager in that the latter has management responsibility for all parks and facilities maintenance and operations functions and activities of the City.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises and reviews the work of assigned staff in the Harbor operations work unit.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors operations and activities of the Harbor operations work unit; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends resources, equipment, materials, and staffing needs for assigned operations and maintenance programs and projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Ensures the safety for boats moored in the City marina and interprets, applies and enforces applicable Harbor and Marina rules and regulations.

- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for repair and construction projects as necessary.
- Coordinates with contractors in providing contract operations and maintenance services.
- Performs the most complex operations and maintenance duties and provides technical assistance to crews, including the administration of operations, public relations with the boating community, and customer service to patrons of the Harbor and Marina.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of Harbor operations/maintenance program development and administration.
- Principles, practices, resources, equipment, tools and materials of facilities construction, maintenance and repair, as well as policies, procedures, and working practices of Harbor operations.
- Applicable Federal, State and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles of contract administration for Harbor operations, maintenance and repair projects.
- Basic principles and practices of budget and Capital Improvement Program development, administration and accountability.
- Safety principles, practices, and procedures, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles and power equipment.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review and evaluate the work of staff.
- Organize, implement and direct Harbor operations and maintenance programs and activities.
- Analyze, interpret, apply and enforce Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex operations and maintenance duties and operate related equipment safely and effectively.

- Develop contract specifications for maintenance contracts; administer such contracts.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, procedures and other written materials.
- Maintain accurate records and files of work performed.
- Develop and recommend systems and procedures related to assigned operations.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in public works maintenance and repair or related field, and five (5) years of increasingly responsible experience in Harbor operations and/or the construction and maintenance of buildings and facilities, including two (2) years lead or supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in Harbor buildings and facilities; strength, stamina and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work indoors and outdoors, and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.